

TELECOMMUNICATIONS BULLETIN

February 20, 2007
CMS 07- 07

Bureau of Communication
and Computer Services

From:
Theresa Starling, Manager
Customer Solution Center

Heading
Place your
message
here. For
maximum
impact,
use two or
three
sentences.

Interpretation Services: New State Contract

The Department of Central Management Services (CMS) has a new contract for interpretation services available to all state agencies. The vendor, TeleInterpreters, located in Glendale, California, provides interpretation services in 150 languages (see attachment) on a 24 x 7 basis billed at:

| | |
|------------|-------------------|
| Spanish | \$0.94 per minute |
| All Others | \$1.16 per minute |

To establish an account with TeleInterpreters for service, the agency Telecom Coordinator must complete and submit a Telecommunications Service Request (TSR). The Coordinator will be contacted and provided with the assigned agency access code. The Coordinator will also be furnished with supportive documentation including guidelines for use, suggestions for better communication through interpreters, dialing instructions, and web-based reporting information.

Once an account is established, agency users may contact TeleInterpreters toll free, at **800-798-4593**. Callers will be asked to specify the language need; or, they may request assistance in determining the specific language needed. The caller must also provide the agency's assigned **access code**. Minutes of use charges are included in the monthly call detail provided by CMS Accounting.

For questions regarding interpretation services, please do not hesitate to contact the Customer Solution Center:

800-366-8768

[in Springfield 217-524-4784]

Option 1: Telecommunications
Sub Option 2: New & Existing Service
Sub Option 1: Voice Services

For more information...
visit our website at
www.state.il.us/cms/telecom